

# DMV Communicator



Number 21 Bureau of Vehicle Services Publication for triVIN users

Spring 2008

## Using an identifier will avoid customer errors

Recently, the Agent Partnership Unit (APU) has seen an increase in errors where titles are being issued in the incorrect name. To avoid these errors you must follow these steps when processing titles electronically:

**Start with an identifier (the customer's Social Security Number (SSN), the Wisconsin Driver's License Number (WI DL), or the Federal Employer's Identification Number (FEIN).**

**Do not key the customer's name.**

**Allow the system to check the DMV database.**

**Select the correct name as it populates in the field.**

Selecting the wrong customer can prevent plate renewal notices and other important DOT correspondence from reaching the correct parties, especially after address changes are made.

If you need assistance, please call APU at 608-266-3566.

## Incorrect plate transfers may result in problems for your customers



It is important to verify the license plate number to transfer with the applicant and to be certain the plate information matches the applicant information.

If the plate information is incorrect and the applicant cannot be reached, contact APU for assistance by calling 608-266-3566.

If an incorrect license plate is transferred, a completely different plate owner may become unregistered and can be in danger of receiving a ticket by law enforcement for improper registration.

If an application is submitted for manual processing due to the wrong plate information, you will be charged the \$50.00 surcharge fee, plus the \$15.00 processing fee, and your customer will not receive their title until all fees are paid.

## Customers with incidents get temporary plates

Metal plates can not be given to your customer unless they have been issued through the triVIN system.

If you find that a customer has an incident on their record you must issue the customer a 90-day temporary plate and mail the application to DOT for manual processing.



**Delete pending applications that cannot be completed and mail to DOT**

If you have an application in pending status that cannot be completed through triVIN, please delete the transaction from your system and then mail the application to DOT.

If you don't delete the transaction before mailing to DOT it may present fee errors on your agent's account. If you are unable to delete the transaction, call your triVIN help desk at 1-800-374-4771.

## Customers question what weight to register their vehicles

It is important for you to give the customer correct information when it pertains to gross weight vehicles.

The gross weight issue also applies to truck type vehicles that are eligible for auto plates, such as vans or sport utility vehicles. When your customer requests truck plates to be issued or transferred to one of these vehicles, the registration weight of the plate must match the maximum weight at which the vehicle will be operated.

This means the customer should consider the weight of the vehicle, a full load, the driver and passenger(s) when

deciding what weight to register their vehicle. It is the customer's responsibility to be properly registered.

Reminder – If the vehicle has an open box, it requires gross weight truck plates.

## I made a mistake, now what?

Everyone makes mistakes, but in the electronic world, it is much easier to reset the application than it is to correct the error after the fact.

If you discover an error made that was made on the same day that the application was processed, you will be able to reset it prior to 8 p.m.. Your triVIN help desk can walk you through how to reset the application if you need assistance. If a reset is not possible, please call APU for assistance.

If you are sending a request for correction:

- Make the request as clear and concise as possible. Include a contact name and phone number.
- Spell out in detail what happened, what needs to be corrected and any special requirements for the correction.
- Send copies of documents, if required for a complete explanation.

If the correction involves an owner or lender, you will need to submit the title in order to have the correction processed. Recovering the title that was issued in error is your responsibility.

Having your paperwork in order, completed correctly, with all required information, can make the correction process much easier for all involved.

If you are not sure what is needed to make the correction please call APU for assistance at 608-266-3566.

## Some out-of-state title only applications must be mailed to DOT for processing

It is not new to most of you that title-only applications with a lien for an out-of-state customer can be processed electronically.

If the out-of-state customer has an existing Wisconsin record DMV will need to add a special mailing address.

Please follow these steps when processing this type of application:

- Cancel the transaction
- Mail the application to DOT for manual processing
- Complete the mail to DOT form
- Mark "Other", write "Special Mailing Address" and notate the out-of-state address

## Review applications before finalizing

It is imperative that a pended application be reviewed before completion, if you have one person start or pend the application and another person complete the application.

Information can change between pending and completion, causing a title to be produced with incorrect information.

A perfect example is estimating an odometer reading on a pended application and forgetting to change the reading before completion, which results in an odometer error on the title and more work for you when the customer calls about the wrong odometer reading on the title.

*DMV Communicator* is an informational bulletin published quarterly to our Third Party Partners. If you have questions concerning this information please call APU at 608-266-3566.

## Open Door Policy to Our Partners

Our partners are very important to DOT and to the Agent Partnership Unit as our customers. I invite you to call me directly with your questions, comments or concerns regarding our programs or if you just want to openly discuss an issue. My direct office number is 608-264-9538. Nancy Passehl, Supervisor

## APU reorganizes agents

In December, the Agent Partnership Unit redistributed all supported dealers and agents in order to better serve our customers. You received a letter with the business card of your new DMV contact. Please call this new contact if you have any questions or concerns with the processing of your applications.

### APU STAFF LISTING

APU General #	608-266-3566
Passehl Nancy Supervisor	608- 264-9538
Micks Christi      Lead	608- 266-8949
Staff extensions:	
Blum Deanna	12556
Chadwick Cathy	47123
Chatman Scott	47225
Falk David	47146
Holmes Kathy	47076
Jahn Michelle	47123
Juno Linda	47212
Keyser Janice	47208
Matz Phyllis	66927
Moen Kathy	47224
Roelke Diane	47194